IN THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

1-21.   (Canceled)

22.   (New) A method for monitoring, from a remote location comprising a monitor and control unit, operations of a head-end in an information distribution system, the method comprising:

receiving, at a monitor and control unit, status from a head-end relating to operations performed at the head-end for providing content to terminals within a coverage area of the head-end;

receiving, at the monitor and control unit, identity, type and capability of a plurality of remote devices capable of responding to status from a head-end;

processing the status received from the head-end in conformance with the indicated capabilities of remote devices designated by the monitor and control unit to receive the status;

forwarding the processed status from the monitor and control unit to a communication server; and

sending the processed status received by the communication server to the designated remote devices to present the status to off-site personnel for troubleshooting the operations of the head-end.

23.   (New) The method of claim 22, further comprising:

receiving a response message at the server from the remote devices sent the status from the head-end;

forwarding, from the server, the response message to the monitor and control unit; and

forwarding the response message, received by the monitor and control unit from the server, to a responsible entity in a targeted head-end, wherein the received response message from the at least one remote device includes a command to adjust a parameter of an operation performed at the targeted head-end.

24. (New)   The method of claim 23, further comprising:

receiving indications of error conditions relating to the one or more operations; and

forwarding one or more alert messages to the one or more remote devices in response to receiving the indications.

25. (New)   The method of claim 23, further comprising:

polling a plurality of head-ends for status relating to the operations of each head-end.

26. (New)   The method of claim 23, wherein the indicated capabilities is indicated as text, graphics, or a combination thereof.

27. (New)   The method of claim 23, further comprising:

receiving an indication of a particular reporting level for the remote devices

designated to receive status, and

wherein status are forwarded to the remote devices in conformance with the

indicated reporting level.

28. (New)   The method of claim 23, wherein the received status includes

status relating to encoding operations performed at the head-end.

29. (New)   The method of claim 27, wherein the status relating to the

encoding operations includes status for one or more buffers used to store encoded data at

the head-end.

30. (New)   The method of claim 23, wherein the received status includes

status relating to multiplexing operations performed at the head-end.

31. (New)   The method of claim 23, wherein the received status includes

status relating to a particular transport stream transmitted from the head-end.

32. (New)   The method of claim 23, wherein the received status include bit

rates for a plurality of types of data being provided from the head-end.

33. (New)   The method of claim 23, wherein at least one of the plurality of

remote devices is a pager.

34. (New)   The method of claim 23, wherein at least one of the plurality of remote devices is a cellular telephone.

35. (New)   The method of claim 23, wherein at least one of the plurality of remote devices is a wireless device.